

Appraisal Complaint National Hotline Launched

The Appraisal Subcommittee (ASC) of the Federal Financial Institutions Examination Council launched its **Appraisal Complaint National Hotline** in March 2013. The Hotline is required by the Dodd-Frank Wall Street Reform and Consumer Protection Act. Information from a recent press release stated:

The Hotline will refer complainants to appropriate State and/or Federal agencies to handle complaints of alleged violations of the Uniform Standards of Professional Appraisal Practice (USPAP) and/or appraisal independence requirements. Intake of complaints will be handled based on existing protocols established by the State or Federal agency receiving the complaint. The Hotline does not initiate complaints, act on behalf of complainants, arbitrate complaints, assist in appealing the outcome of complaints, or follow up on complaint referrals previously provided.

The Hotline includes:

- **A Website (Website (<http://ReferMyAppraisalComplaint.asc.gov>))**
The website provides referral information to complainants based on responses to a series of questions and drop-down menu selections. The complainant is provided with agency contact information for filing of a complaint. The website also offers tools and resources to enable complainants to determine the nature of their complaint, as well as other helpful information.
- **A Call Center with toll-free number (877-739-0096)**
The call center representative provides referral information to complainants as presented on the website and will be available 9 a.m. – 5 p.m. (EDT), Monday – Friday (except government holidays) to respond to calls.
- **Email**
A complainant may send an email to request a referral. The Hotline website provides a link to send the email and instructions on the information to include and not to include in the email to the Hotline.